

## AMENDMENT TO THE CLAIMS

1. (Currently Amended) A communication system in which an image forming apparatus capable of forming images and a countermeasure specifying computer, which is capable of specifying a countermeasure when a specific event has occurred in the image forming apparatus, are capable of being connected to each other via a communication network, wherein said image forming apparatus includes:

Q9 storage means for classifying the specific event and determining a countermeasure specifying computer which is capable of specifying a countermeasure in accordance with the classification of the specific event and storing identifying information which identifies a the countermeasure specifying computer ~~that is capable of specifying a countermeasure,~~ when the specific event has occurred;

sending means for sending specific-event information concerning the specific event to the countermeasure specifying computer that corresponds to the identifying information of the countermeasure specifying computer stored by said storage means, the specific-event information being sent when the specific event has occurred; and

answer display means for receiving and displaying an answer from said countermeasure specifying computer in response to the specific-event information sent by said sending means; and

said countermeasure specifying computer includes specifying means for analyzing the specific-event information from said image forming apparatus and specifying an answer.

2. (Original) The system according to claim 1, wherein said image forming apparatus further includes:

a printer for printing out input information; and

a printer control computer connected to said printer.

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3. (Currently Amended) The system according to ~~claim 1~~ claim 2, wherein said printer control computer has countermeasure display means for analyzing the nature of a problem autonomously and displaying a countermeasure in a case where the problem can be eliminated by a simple operation performed by the operator.

4. (Original) The system according to claim 1, wherein the specific event is a printer problem, said storage means is provided in the printer, and said sending means and said answer display means are provided in said printer control computer.

5. (Original) The system according to claim 4, wherein said printer control computer has countermeasure display means for analyzing the nature of a problem autonomously and displaying a countermeasure in a case where the problem can be eliminated by a simple operation performed by the operator.

6. (Original) The system according to claim 1, wherein said countermeasure specifying computer is a service depot computer.

7. (Original) The system according to claim 1, wherein said countermeasure specifying computer is a service depot computer if the problem is one requiring maintenance by a serviceman and a customer support computer if the problem is one capable of being eliminated by operator endeavor without requiring assistance of a serviceman.

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8. (Currently Amended) The system according to claim 1, wherein said communication network is the Internet communication network, and the identifying information of said countermeasure specifying computer is ~~an Internet mail address~~ information on a party to be connected through the Internet.

9. (Original) The system according to claim 1, wherein a plurality of image forming apparatus are connected to the countermeasure specifying computer.

10. (Currently Amended) A method of dealing with problems in a communication system in which ~~an image forming apparatus capable of forming images/~~ and a ~~countermeasure specifying computer/~~ which is capable of specifying a countermeasure when a problem has occurred in the image forming apparatus, are capable of being connected to each other via a communication network, wherein:

said image forming apparatus classifies the problem, determines a countermeasure specifying computer which is capable of specifying a countermeasure in accordance with the classification of the problem, stores identifying information which

identifies a the countermeasure specifying computer ~~that is capable of specifying a countermeasure~~ when the problem has occurred, sends problem information concerning the problem to the countermeasure specifying computer that corresponds to the stored identifying information of the countermeasure specifying computer when the problem has occurred, and receives and displays an answer from said countermeasure specifying computer in response to the sent problem information; and

said countermeasure specifying computer analyzes the problem information from said image forming apparatus and sends back an answer.

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11. (Original) The method according to claim 10, wherein said image forming apparatus includes:

a printer for printing out input information; and  
a printer control computer connected to said printer.

12. (Original) The method according to claim 11, wherein said printer control computer analyzes the nature of a problem autonomously and displays a countermeasure in a case where the problem can be eliminated by a simple operation performed by the operator.

13. (Original) The method according to claim 10, wherein said countermeasure specifying computer is a service depot computer.

14. (Original) The method according to claim 10, wherein said countermeasure specifying computer is a service depot computer if the problem is one requiring maintenance by a serviceman and a customer support computer if the problem is one capable of being eliminated by operator endeavor without requiring assistance of a serviceman.

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15. (Currently Amended) The method according to claim 10, wherein said communication network is the Internet communication network, and the identifying information of said countermeasure specifying computer is ~~an Internet mail~~ address information on a party to be connected through the Internet.

16. (Original) The method according to claim 10, wherein a plurality of image forming apparatus are connected to the countermeasure specifying computer.

17. (Currently Amended) A computer program sequence in a communication system in which an image forming apparatus capable of forming images and a countermeasure specifying computer, which is capable of specifying a countermeasure when a specific event has occurred in the image forming apparatus, are capable of being connected to each other via a communication network, wherein the program sequence implements the following steps in said image forming apparatus:

a storage step of classifying the specific event and determining a countermeasure specifying computer which is capable of specifying a countermeasure in

accordance with the classification of the specific event and storing identifying information which identifies a the countermeasure specifying computer ~~that is capable of specifying a countermeasure~~ when the specific event has occurred;

a sending step of sending specific-event information concerning the specific event to the countermeasure specifying computer that corresponds to the identifying information of the countermeasure specifying computer stored at said storage step, the specific-event information being sent when the specific event has occurred; and

an answer display step of receiving and displaying an answer from said countermeasure specifying computer in response to the specific-event information sent at said sending step;

99 and implements the following step in said countermeasure specifying computer:

a specifying step of analyzing the specific-event information from said image forming apparatus and specifying an answer.

18. (Currently Amended) A computer program sequence in a communication system in which an image forming apparatus capable of forming images and a countermeasure specifying computer, which is capable of specifying a countermeasure when a problem has occurred in the image forming apparatus, are capable of being connected to each other via a communication network, wherein the program sequence implements the following step in said image forming apparatus:

a step of classifying the problem and determining a countermeasure specifying computer which is capable of specifying a countermeasure in accordance with

the classification of the problem and storing identifying information which identifies a the countermeasure specifying computer ~~that is capable of specifying a countermeasure~~ when the problem has occurred, sending problem information concerning the problem to the countermeasure specifying computer that corresponds to the stored identifying information of the countermeasure specifying computer when the problem has occurred, and receiving and displaying an answer from said countermeasure specifying computer in response to the sent problem information;

and implements the following step in said countermeasure specifying computer:

09 a step of analyzing the problem information from said image forming apparatus and sending back an answer.

19. (Original) A computer-readable storage medium storing the computer program sequence described in claim 17.

20. (Original) A computer-readable storage medium storing the computer program sequence described in claim 18.

~~New Claims:~~

21. (Currently Amended) The system according to claim 1, wherein the specifying information includes information on a plurality of parties to be connected through the Internet ~~a plurality of Internet addresses~~ corresponding to types of problems.

22. (Currently Amended) The method according to claim 10, wherein the specifying information includes information on a plurality of parties to be connected through the Internet addresses corresponding to types of problems.

23. (Currently Amended) A peripheral device connected to a host apparatus, comprising:

storage means for storing information on a plurality of parties to be connected through the Internet addresses corresponding to types of problems; and

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output means for selecting one of the plurality of parties to be connected through the Internet in accordance with the types of problems which correspond to the plurality of problems that have occurred and outputting the stored information on the selected party an Internet address, which corresponds to a problem that has occurred; to said host apparatus.

24. (Original) The peripheral device according to claim 23, wherein said peripheral device includes a printer, and said host apparatus includes a computer.

25. (Original) The peripheral device according to claim 23, wherein said output means outputs information indicative of the type of problem.

26. (Original) The peripheral device according to claim 23, wherein the problems include a problem which requires maintenance by a serviceman and a problem which can be eliminated by a user himself.



27. (Currently Amended) A host apparatus connected to a peripheral device, comprising:

input means for inputting, from the peripheral device, an information indicative of a plurality of parties to be connected through the Internet address corresponding to a plurality of ~~problem~~ problems that ~~has~~ have occurred in said peripheral device; and

display means, which is connected to the Internet based upon information indicative of one of the plurality of parties to be connected through the Internet address that has been input from said input means, for displaying a method of dealing with the problem corresponding problems.

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28. (Original) The host apparatus according to claim 27, wherein said peripheral device includes a printer, and said host apparatus includes a computer.

29. (Original) The host apparatus according to claim 27, wherein the problems include a problem which requires maintenance by a serviceman and a problem which can be eliminated by a user himself.

30. (Currently Amended) The host apparatus according to claim 27, further comprising means for displaying the information indicative of a plurality of parties to be connected through the Internet ~~address~~ that ~~has~~ have been input from said input means;

wherein if an Internet connection is ~~specified~~ permitted by a user after the information indicative of the plurality of parties to be connected through the Internet

address is displayed, said display means is connected to the Internet based upon the information indicative of one of the plurality of parties to be connected through the Internet address and is caused to display the method of dealing with the corresponding problem.

31. (Currently Amended) The host apparatus according to claim 27, wherein said input means inputs information, which is indicative of the type of problem problems, together with the information indicative of the plurality of parties to be connected through the Internet address corresponding to the problem problems that has have occurred in said peripheral device; and

said display means ~~is connected to the Internet based upon the Internet address that has been input by said input means and~~ displays a method of dealing with the problem based upon the information indicative of ~~the type of problem~~ the plurality of parties to be connected through the Internet that ~~has~~ have been input by said input means.